

ENGLISH FOR EMPLOYMENT & WORKPLACE ESOL INSTRUCTORS

- Are you ready to bring ESOL classes into the workplace?
- Do you want to help people get jobs and/or advance their careers through English and computer skills?
- Are you ready to change people's lives?

JVS Boston, a workforce development organization, is seeking experienced **ESOL Instructors** to deliver customized ESOL courses for job seekers and entry level employees. The ESOL Instructor will assist in assessing the training needs of participants and will provide the education needed to move individuals forward on their career pathways. The ESOL Instructor is part of a larger JVS team, all of whom are supporting the education, training, and employment needs of clients and employers. Hourly, part-time, full-time, and lead positions are available.

KNOWLEDGE/SKILLS/EXPERIENCE:

2-3 years of workplace or job readiness ESOL teaching experience preferred

Willingness to travel to MBTA accessible sites in the Greater Boston area

Knowledge of adult learning theory

Ability to work effectively with a diverse group of clients

Experience in a workforce development role a plus

Presentation and facilitation skills

Strong Microsoft Office Suite skills

Strong written and oral communication skills

Interpersonal, communication and organizational skills

Ability to work as part of a team as well as independently

EDUCATION:

Bachelor's degree in Education or related field. Masters in Education and/or TESOL Certificate preferred.

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EDUCATION AND CAREER ADVISOR

JVS seeks an **Education and Career Advisor** works collaboratively with each member of the Hyde Park ESOL team to provide educational services to immigrants, refugees and others who must overcome a language or educational barrier in order to take their next step in obtaining new skills, a job or promotion, or further their education. The Education and Career Advisor coordinates and administers the goal setting process and measures student progress throughout the year; provides assistance to students with barriers to attendance; maintains all records of educational activities and student progress; and counsels students on next steps, including furthering their education and/or training as well as job placement and advancement. This position works in three sites in Hyde Park.

MINIMUM SKILLS AND QUALIFICATIONS (REQUIRED):

- Two years of experience working with adult learners from diverse cultural, linguistic, and educational backgrounds with multiple barriers to success.
- Two years of experience in counseling, problem solving and crisis management with customers with varying needs.
- Experience with job development and career coaching a plus.
- Familiarity and experience with assessment instruments for ESOL students (BEST, TABE, etc.); familiarity and experience with MA DESE assessment protocols a plus.
- Familiarity with educational, training, and support resources in the Boston area a plus.
- Microsoft Office proficient with strong data entry skills.
- Demonstrated ability to work both independently and as part of a team.
- Effective time management skills and ability to manage multiple tasks efficiently and accurately.

EDUCATION REQUIRED:

BA/BS in Education, Human Services, Counseling or other relevant field strongly preferred, MA/MS a plus.

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ACADEMIC/FINANCIAL OPPORTUNITY CENTER COACH

Jewish Vocational Service seeks an **Academic/Financial Opportunity Center (FOC) Coach** to develop and modify coaching curriculum for BTC and FOC clients, deliver coaching and FOC services to participants, evaluate progress to goals, skill attainment and FOC outcomes.

The Academic/FOC Coach connects and forms strong and supportive relationships with low-income families from diverse backgrounds and ethnic communities. The Bridges to College Academic/FOC Coach will support students around college enrollment, financial aid enrollment, college navigation, financial planning, increased net income, increase net worth, increased credit score and the behavioral skills necessary for success in college and career.

The Academic/FOC Coach will provide ongoing financial coaching and guidance to help clients set and reach their financial goals. Financial coaching activities generally focus on goal setting, budgeting, credit repair and identifying opportunities to increase savings and income.

MINIMUM SKILLS AND QUALIFICATIONS (REQUIRED):

- 2-5 years' experience in counseling or training adults
- Knowledge of academic assessment and career decision making tools and resources required

- Familiarity and comfort with personal financial concepts and coaching
- Strong written and oral communication skills required
- Strong Microsoft Office Suite skills required
- Ability to deal tactfully and effectively with a diverse group of clients at all levels of the organization
- Familiarity with career ladders and professional advancement protocols preferred
- Knowledge of adult learning theory a must
- Knowledge of community resources and web-based resources preferred
- Interpersonal, communication and organizational skills
- Ability to work as part of a team as well as independently

EDUCATION REQUIRED: BA in Education, Human Services or other related field.

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MULTIPLE PROGRAM ASSISTANTS

JVS Boston has Program Assistant position available within its **Business Services Division** as well as the **Education/Bridges to College and Careers Programs**. The Program Assistant is responsible for administrative and program support for a team of Directors, Managers and Instructors as they provide professional training at employer partners throughout Greater Boston. The Program Assistant enters all client data into the database system, generates accurate reports for the team and our employer partners, assists with event coordination, creates program materials, and provides classroom support as needed. In this role, the Program Assistant will be asked to complete a range of tasks for multiple team members, requiring good time management skills and the ability to prioritize. Excellent organizational, computer, and communication skills are critical to success. This position requires strong attention to detail and follow-through as well as outstanding customer service skills.

MINIMUM SKILLS AND QUALIFICATIONS (REQUIRED):

- 3 years of office support/administrative work in a fast paced environment preferred
- High degree of proficiency in Microsoft Word, Excel and Power Point
- Excellent time management skills and the ability to prioritize and meet multiple deadline simultaneously
- Demonstrated experience in accurate and timely data entry
- Strong interpersonal, communication and organizational skills
- Ability to work as part of a team as well as independently
- Ability to work in a multi-cultural environment

EDUCATION REQUIRED: High school diploma and 3 plus years directly related experience; or certificate/associates and 2 years of related experience

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PROGRAM ASSISTANT - CAREERSOLUTION

Jewish Vocational Service seeks a **Program Assistant** to be the first impression to the public including customers and clients, delivering customer service at the high-level to all. The PA establishes a positive, welcoming, respectful environment and assistance for all. The PA performs work that requires thorough knowledge of all CareerSolution programming leading to an ability to assist clients, understand customer needs, obtain information and direct them to the appropriate staff member. Working with clients includes face to face, over the phone, and in some cases through providing written materials which requires maintaining up-to-date knowledge of all CareerSolution programming. Other functions include data entry of customer information into a database, administrative services to administration and program areas, filing, room set up, flyer creation and distribution, email follow up with clients and covering the Welcome Center.

MINIMUM SKILLS AND QUALIFICATIONS (REQUIRED):

- 2-3 years front desk experience;
- Excellent customer service skills with ability to interact with and assist a multi-cultural customer base, including those with low levels of English proficiency and limited educational backgrounds.
- Demonstrated ability to communicate using considerable tact and diplomacy;
- Professional appearance and service delivery;
- Demonstrated ability to effectively solve difficult customer situations;
- Demonstrated ability to direct, guide and assist a group of individuals. Knowledge of principles and processes for providing customer services;

- Excellent verbal and written communication skills. Possesses exceptional interpersonal communication skills.
- Exceptional Microsoft Office suite skills.
- Ability to work in a multicultural environment.

EDUCATION: High school diploma and 3 plus years directly related experience; or certificate/Assistants and 2 years of related experience

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CAREER NAVIGATOR - MassLEAP

Jewish Vocational Service seeks a **Career Navigator** to serve clients in The MassLEAP project. This project assists tenants in subsidized housing to move forward in their education and career goals by offering services to clients to access: post-secondary education, job placement services, financial coaching, skills trainings and escrow accounts. In this five year project, each client will achieve all three goals to self-sufficiency: increasing earnings, learning financial management and entering post-secondary education. The Career Navigator will be responsible for a cohort of clients who hold subsidies from Metropolitan Boston Housing Partnership (MBHP) or the Boston Housing Authority and are enrolled in the program. This position will work in collaboration with the Secure Jobs Project team to assist all clients in meeting their goals.

MINIMUM SKILLS AND QUALIFICATIONS (REQUIRED):

- Two to three years of experience in workforce development or human services required;
- Demonstrated experience creating and maintaining client relationships helping clients to reach their goals highly preferred;
- Experience providing case management preferred;
- Knowledge of Boston area resources a plus;
- Experience working with homeless and/or at risk families highly preferred;
- Excellent communication and writing skills , strong computer skills required;
- Outstanding interpersonal, customer service and organizational skills required;
- Ability to work in a multi-cultural environment required;
- Ability to work as part of a team required.

EDUCATION REQUIRED:

BA/BS in Human Services, or related field

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CAREER COACH – REFUGEE SERVICES

Jewish Vocational Service seeks a **Career Coach** to develop strong job leads, provide high quality career counseling, training, and job placement assistance to designated job seekers. The Career Coach initiates and sustains collaborative working relationships with a variety of businesses in the greater Boston area. This individual must have flexibility to travel between various locations in order to serve participants at multiple JVS sites. This individual must have a strong knowledge about issues related to individuals with significant barriers to employment as well as experience working with people from diverse backgrounds.

MINIMUM QUALIFICATIONS AND EXPERIENCE:

1-3 years of experience in workforce development or related field required.

1-3 years of experience in working with individuals with barriers to employment strongly desired.

Experience in marketing and outreach desired.

Proficiency in a language spoken by immigrant participants preferred (Spanish, Somali, Arabic, or Haitian Creole).

Familiarity with career ladders and professional advancement preferred.

Knowledge of community resources and web-based resources preferred.

Strong Microsoft Office Suite skills required.

EDUCATION REQUIRED: BA/BS in Human Services, Business Administration or related field.

WORKING CONDITIONS:

Frequent meeting with clients and employers

May be requested to work outside of scheduled hours as defined by the needs of the department

Frequent travel by public transportation to employer locations

Will attend occasional off-site meetings with partner organizations in and around the greater Boston area

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CAREER NAVIGATOR - CAREERSOLUTION

Jewish Vocational Service seeks a **Career Navigator** to deliver innovative, customer-focused, and technology-driven career services to job seekers through the One Stop Career Center. The Navigator, in collaboration with the team, will assist job seekers from diverse backgrounds and levels of experience to conduct successful job searches and obtain employment. Specifically, the Career Navigator will provide high quality workshops that incorporate best practices in adult education and training; integrate and advance the use of technology in the job search and application processes; provide 1:1 career coaching. The Navigator also develops and modifies contextualized curriculum for workforce development classes, specifically computer and on-line learning tools designed for clients in the job search process. The Career Navigator delivers training to participants, evaluates progress and skill attainment of individual participants on a weekly basis, and tracks outcomes for grant reporting.

MINIMUM QUALIFICATIONS AND EXPERIENCE:

- 2-4 years of experience in the workforce development/career coaching/recruiting/ field with excellent knowledge of career coaching tools and strategies;
- Knowledge of web-based job search resources and techniques required;
- Exceptional level of computer/technology proficiency including ability to complete on-line job applications and maintain accurate records of services provided in databases;
- Experience in marketing and outreach desired;
- Familiarity with career ladders and professional advancement preferred; • Strong Microsoft Office Suite skills required;
- Bilingual English/Spanish highly preferred.

EDUCATION REQUIRED: BA/BS in related area (Counseling, Human Resources, Psychology, Social Work, or Education) or at least 4 years' experience.

WORKING CONDITIONS:

Frequent meeting with clients and employers

May be requested to work outside of scheduled hours as defined by the needs of the department

Frequent travel by public transportation to employer locations

Will attend occasional off-site meetings with partner organizations in and around the greater Boston area

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EXECUTIVE ASSISTANT

Jewish Vocational Service seeks an Executive Assistant to be the administrative face of the Executive Office performing administrative duties requiring initiative, independence and

confidentiality. The Executive Assistant will provide daily administrative and office support to the CEO and COO and ensure the Executive Office is well presented by emulating excellence and professionalism at all times. The Executive Assistant will deliver high quality work product, a pristine work area, and excellent welcoming skills.

MINIMUM SKILLS AND QUALIFICATIONS:

- Highly proficient in Microsoft Office (Excel, Outlook, Word, PowerPoint);
- Outstanding organizational and project management skills with exceptional attention to detail;
- Balances quality and quantity of work and deliverables evenly, when appropriate
- Previous executive level administrative experience required;
- Previous scheduling and calendar management experience required; Outlook preferred
 - Confident self-starter; ability to prioritize, juggle multiple assignments and follow-through;
 - Ability to troubleshoot and implement systems that contribute to an efficient working environment;
 - Adaptability in working under pressure and with short notice deadlines and last minute changes
 - Up to date on technology innovations like helpful applications and social media platforms
 - Strong interpersonal and written and verbal communication skills;
 - Proven ability to work effectively with peers, Board of directors, senior staff, volunteers, and public;
- Ability to take ownership of a process; to use problem solving skills to resolve issues;
 - Ability to manage confidential information

EDUCATION:

BA/BS or equivalent experience; Business Administration/Management or Communication degree preferred

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Margaret Chapin
HR Generalist

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